SELCO VOICE MAIL

Your SELCO Telephone Service includes SELCO Voice Mail service. When you're away from home or if you just don't get to the phone in time, callers are able to leave you a message. Callers can even leave a message while you are on the phone. If you decide not to pick up an incoming call using Call Waiting, the caller will be redirected to your voice mail. The next time you pick up the telephone you will hear a "stutter" dial tone indicating that you have a message waiting. If your telephone has a message waiting indicator light, it will be lit when you have a message waiting.

SETTING UP YOUR VOICE MAIL

To set up your new SELCO voice mail service, follow these easy-to-use instructions.

The first time you access your voice mail, you must call from your home telephone. You will be prompted to create a personalized pass code, record your own voice signature, and record a personal greeting.

Dial your home telephone number

1. Dial your 10-digit phone number and enter your default pass code when prompted. (The default pass code will be the last four digits of your phone number.)
2. Follow the prompts to: Create your new personal pass code of four (4) to eight (8) digits;
3. Record your name announcement (you have 10 seconds to record your name), and;
4. Record a personal greeting or select the standard greeting (you have 30 seconds to record a personal greeting).

Note: You must complete all the steps above during a single call, or you will need to repeat all the steps the next time you call in to your voice mail.

ACCESSING YOUR VOICE MAIL

From Your Home Telephone:

1. Dial your 10-digit home telephone number.
2. Enter your personal pass code when prompted.

Suggestion: You may wish to use the Speed Calling 8 Feature, described elsewhere in this document, to assign a speed dial code to your home telephone number.

When You Are Away From Home:

1. Dial your 10-digit phone number.
2. Press the * key when your personal greeting begins to play.
3. Enter your personal pass code when prompted.

MANAGING YOUR VOICE MAIL

Once you've accessed your SELCO voice mail, you will be at the main menu.

To listen to your voice mail messages

- Press 1. From here, you can do the following:
- Press 2 to reply to another SELCO Telephone phone user.
- Press 4 to replay the message
- Press 7 to erase the message
- Press 9 to save the message

- Press 0 for more options

To Change Your Greeting

- Access your voice mail.
- Press 3 for Personal Options
- Press 3 for Greetings
- Press 1 to record Personal Greeting or 2 to record your Name (Voice Signature)

To Change your Pass Code

- Access your voice mail
- From the main menu:
- Press 3 for Personal Options
- Press 2 for Administrative Options
- Press 4 to Change Pass code (This can be done as often as you like. Pass codes must be a minimum of 4 digits and a maximum of 8 digits.)

ADDITIONAL INFORMATION ABOUT YOUR VOICE MAIL SERVICE

Message Waiting Notification

Audible

When you take your phone off-hook, you will hear approximately 10 seconds of stuttered tone prior to hearing normal dial tone.

Visual

If you have a telephone that is equipped with a message waiting indicators, the message waiting light on your phone will either flash or illuminate, depending on the type of phone you have purchased.

Greetings

Greeting Length

You personal greeting may be up to 30 seconds long.

Your voice signature may be up to 10 seconds long.

If You Do Not Record A Greeting

If a personal greeting or voice signature is not recorded for the voice mailbox, then the following standard greeting will be used:

"You have reached the voice mailbox of NPA-NXX-XXXX (Your Telephone Number). To leave a voice message, press 1 - or just wait for the tone. To send a numeric page, press 2 now."

After three seconds of silence, if the caller does not press 1 or 2, they will hear:

"At the tone, please record your voice message. When you are finished recording, you may hang up or press pound for more options".

The recording tone is then played to the caller, and the caller can record a message or hang up.

Messages

- The maximum number of voice messages that can be stored in your voice mail is 30,
- The maximum number of minutes that can be saved is 120 minutes, and
- The maximum length of a single message is 4 minutes.

Available Messaging Information

- The date and time of each message
- Urgent and Private message classifications
- An announcement detailing the number of messages being held. (e.g. "You have 3 new messages and 1 saved message.")
- A warning message when message queues exceed the maximum size.

Message Storage

- New messages will be retained for 20 days, unless you have marked them as saved.
- Messages that you have marked as saved will be kept for an additional 30 days.

Additional Features

The following options are available within voice mail:

- Date/Time/Caller information
- Send Reply (To other SELCO Telephone subscribers)
- Forward 8 seconds
- Rewind 8 seconds
- Delete
- Save
- Skip

If You Forget Your Personal Pass Code

You have three attempts to enter your personal pass code for voice mail authentication. After the third attempt you will need to call SELCO Telephone Customer Service to have your pass code reset.
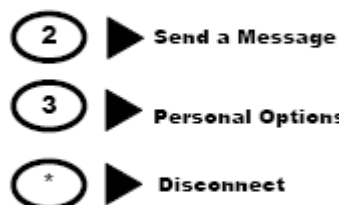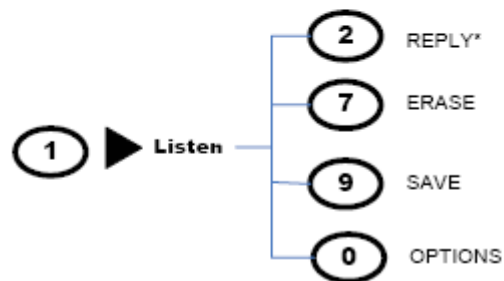
To have your pass code reset, please call 508-841-8572.

Quick Reference Guide

A Voicemail Quick Reference Guide can be found on the next page.

Voicemail- Quick Reference Guide

Main Menu

1 ▶ **Listen**
- **2** REPLY*
- **7** ERASE
- **9** SAVE
- **0** OPTIONS

2 ▶ **Send a Message**

3 ▶ **Personal Options**
- **2** ADMINISTRATIVE OPTIONS
  - **1** ONE-TOUCH MESSAGE ACCESS ON/OFF
  - **2** HANDS-FREE LISTENING ON/OFF
  - **3** MESSAGE DATE & TIME ON/OFF
  - **4** CHANGE PASS CODE
- **3** GREETINGS
  - **1** PERSONAL GREETINGS
  - **2** NAME ANNOUNCEMENT
  - **3** TEMPORARY GREETING
- **4** EXPERT MODE (ON/OFF)

* ▶ **Disconnect**

Button Guide

1 DATE/TIME	**2** SEND REPLY	**3** ADVANCE
4 REPLAY	**5** REWIND	**6**
7 ERASE	**8**	**9** SAVE
* CANCEL	**0** HELP	**#** SKIP